

[www.appmaisters.com](http://www.appmaisters.com)

**Dear Steve Yoder and Dan Steen,**

Thank you for entrusting App Maisters Inc. with the exciting task of revamping the MyRC website.

With our proven track record in managing sophisticated consumer and commercial projects, we're committed to not just meeting but exceeding your expectations. Get ready for a sleek and modern online experience!

Your confidence in us is genuinely appreciated, and we're thrilled to bring our innovative services to the table. Let's embark on this digital journey together!

Sincerely,

Taimur Longi

Project Manager

**App Maisters Inc.**



**My Resource Connection**  
*Collaborating for Success*  
A resource hosted by Johnson County, Kansas

## **WEB APP**

### **SCOPE OF WORK DOCUMENT**

**V 1.2**

By

Taimur Longi



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## 2. Overview

Johnson County is seeking to develop a responsive solution for [My Resource Connection \(MyRC\)](#) application that meets additional functional and business requirements. The objective is to provide a mobile-friendly interface for MyRC. The solution must provide an intuitive user interface, allow public users and staff to access existing MyRC resources, and be accessible across a wide variety of mobile devices with differing levels of network access.

The purpose of My Resource Connection is to connect individuals needing assistance with resources that can help meet their needs. The assistance that individuals may need are many and varied: Groceries, clothing, housing, health care, counseling, transportation, employment, emotional support. Thankfully, there are many organizations in the greater Kansas City area that are able to address these needs. The role of My Resource Connection is assisting individuals find and locate relevant resources at these organizations.

My Resource Connection is maintained and hosted by the government of Johnson County, KS. Significant contributions of data come from United Way 211 of Greater Kansas City, various departments within Johnson County government, and the Unified Government of Wyandotte County and Kansas City, KS. The purpose of secure MyRC is to provide data on services that a client has received so that case managers can better coordinate care for an individual across multiple agencies.

## 3. Objective

The current framework of the MyRC web applications, designed in 2008, lacks compatibility with mobile devices, hindering its convenience and accessibility for users.

Johnson County seeks a responsive solution that offers an intuitive user interface, allowing public users and staff to access existing MyRC resources on a wide variety of mobile devices. The implementation of a mobile-friendly version is crucial for meeting the increasing demands of the mobile workforce and improving access to social services, especially in the aftermath of COVID-19. In addition, the county is also looking for Spanish language translation, sharing results via SMS and a new notifications system for registered users.

**Commented [GU1]:** This is good description of the public facing MyRC, but secure MyRC has additional functionality. The purpose of secure MyRC is to provide data on services that a client has received so that case managers can better coordinate care for an individual across multiple agencies.

**Commented [TL2R1]:** Ok, thanks

## 4. Functional Requirements

### 4.1 User interface

The MyRC website should have a modern appealing design that is responsive to mobile and tablet devices, the entire structure and design should respond to the device it's being viewed in and any text and/or pictures should be clearly visible on mobile devices. The entire website including search results for services (public) and clients (require login) should be responsive, in addition to being user friendly on mobile devices.

All functions and features currently available on the website including services search and clients search for users and the features available for the results should be responsive and user friendly on mobile devices. The website should use fonts that are easily legible on smaller screens, it should optimize settings to accommodate devices with slower connections, it should also optimize settings to accommodate older devices, it should include touch friendly controls (e.g., large buttons/links, etc.) to ensure ease of use on touch screens.

#### 4.1.1 Display font size

The website will allow the user to adjust the display font size with 3 predefined sizes, the user's selected font size will be remembered when the user returns to the website on that device.

### 4.2 Dynamic Section Boxes

The MyRC website admins should have the ability to add section boxes on the home page (like the News, and About us section boxes on the current website) and each of those sections should be editable for the user with permission to do so. The section boxes should have a heading title and main body text (similar to the ones on the current website). The admin user should be able to add as many of these section boxes as possible on the home page and give each section box a title and body content with a WYSWYG text editor. The layout of each section box will be the same, however the visible size can be resized by the admin. All the section boxes on the home tab should be reviewable as it would look on the home page with other section textboxes before publishing them live. The user should be able to save a section textbox without publishing it, the user should be able to unpublish a section textbox which would remove it from the home page but save it as draft and the user should be able to delete a section textbox, which would permanently delete it.

A user with permission should be able to edit the content of each of these section boxes, with text, links and images using a WYSWYG text editor. The adding of section textboxes and editing of section textboxes permissions should be user definable.

All the current hard coded section boxes should be moved to the new dynamic section textboxes.

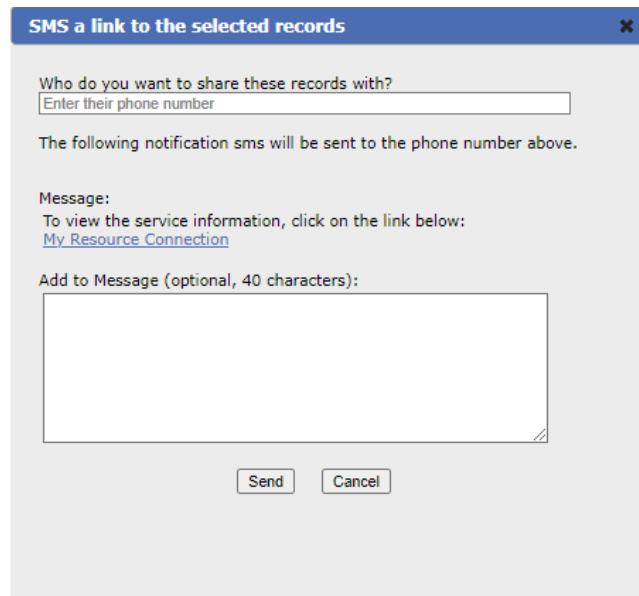
## 4.2 Multiple-Language translation

The website should have the ability to translate into all the languages offered by Google translate when selected, this includes search input terms entered in the “Quick services search” and “Name or Keyword” box (in the services tab) and all search results on the services page. If the user selects a language and searches in that language in “Quick services search” or the “Names or Keywords” box on the services tab, then the search terms should be translated into English using Google translate and then search the database for the name or keyword and then translates the results into the language selected by the user using Google translate and display them.

The language selection of the user should be remembered, and the website should translate to the language last selected by the user whenever the user returns to the website on that device. If the user decides to print search results, the print preview page should be in English but there should be an option for the user to translate it to another language (the language dropdown), if a language selection is made on the print preview page, the print preview data will all be translated into the language selected and the user will be able to print in that language. Language translation is not needed for the “Clients” tab and the new notification center and is just for the public facing website.

## 4.3 SMS

There will be a new SMS sharing option, just like the email sharing option, when a user performs a search in the “Services” tab, and selects results or a result, a link named “sms” will be displayed beside the “email” link and when clicked will have pop-up that will look like the below:



The screenshot shows a pop-up window with a blue header bar containing the text "SMS a link to the selected records" and a close button (X). The main content area is light gray and contains the following elements:

- A label "Who do you want to share these records with?" followed by a text input field with the placeholder text "Enter their phone number".
- A line of text: "The following notification sms will be sent to the phone number above."
- A section labeled "Message:" containing the text "To view the service information, click on the link below:" followed by a blue hyperlink "My Resource Connection".
- A label "Add to Message (optional, 40 characters):" followed by a large text area for additional input.
- At the bottom, there are two buttons: "Send" and "Cancel".

In the phone number box above only a valid phone number should be entered, otherwise an error message should say “Please provide a valid phone number” (just like the email sharing pop-up). And the user has a choice to enter any optional text up to 40 characters in the text box (120 minus the characters we’re sending in our standard text). If a valid phone number is entered, and the user clicks “Submit”, an SMS should be sent to the user with the following text:

Automated Message:

To view the service information, click on the link below:

[My Resource Connection](#)

And any optional message entered in the pop-up for up to 40 characters, to total the 120 character SMS message limit. When the “My Resource Connection” link is clicked, all the selected search results of the sender will open in a print preview page for the receiver (exactly the way email sharing works right now). Audit logs of sending SMS’s and any errors should be logged just like the email sharing option.

#### 4.4 Notification center

There will be a new “Notification center” section for case worker users, case workers will be alerted in the notification center when certain criteria are met for 2 different alert types. This type of criteria matching for alert types already exists however instead of notifications in the Notification center, case workers are sent emails when the criterion is met, the criteria that trigger the alert emails and will now also trigger notifications in the new notification center, the alert types and their criteria are:

##### **Mutual Client Alert:**

1. This individual was not previously a mutual client, but they are now.
2. This individual was previously - and still is now - a mutual client, but the composition of programs causing them to be a mutual client has changed.
3. This client record is new to MyRC. The individual is a mutual client.
4. This individual is a mutual client. One of the other programs that provides services to this client recently provided him/her with additional services.

Mutual Client Alerts are "calculated" during the nightly client data refresh process by comparing client data from the previous day with today’s updated client data. The results of the "calculation" process are written to a table. Another process reads this table and generates emails that are sent out to users.

In addition to sending emails, the app should have a new "Notification Center" which would display the alerts for a specific user (just display the contents of the table, like the email we send, see example alert below).

**Commented [GU3]:** I anticipate that we will write a stored procedure that will return results similar to the table (screen capture) below. The UI would call the stored procedure with the identity of the user and the stored procedure would return the alerts (both Mutual Client and Booking/Release) for that user. The [AlertLinkUsed10] column would be used by the UI to show whether an alert had been "read" or not. All alerts should be displayed whether "read" or not. The stored procedure will contain the logic related to how many previous days of alerts to display; all alerts returned by the stored procedure should be displayed in the Notification Center.



**Client Initials: WR (Spillman System ID: 14440)** ←Click on link to view in MyRC

Alert: This individual is a mutual client. One of the other programs that provides services to this client recently provided him/her with additional services.  
Previously: BNC/Adult -- DGSO/Detention -- KDOC -- LDCFM -- LMH/ED  
Currently: BNC/Adult -- DGSO/Detention -- KDOC -- LDCFM -- LMH/ED

However, what we'd like to do now is in addition to emails being generated, a notification is generated in the new notification center (using the same format as we have for emails now, like the example above).

### Bookings and Releases Alert

1. Booking
2. Release

Bookings and Releases Alerts are "calculated" hourly since we receive data on bookings/releases hourly throughout the day. The results of the "calculation" process are written to a table. Another process reads this table and generates emails. Again, the "Notification Center" would simply display the alerts specific to a user.

**The Johnson County Sheriff recently booked and/or released the following client:**

**Client Initials: KJ (MYAVATAR System ID: 200465)** ←Click on link to view in MyRC

Alert: Client booked Oct 22 2023 4:28AM -- released Oct 22 2023 7:30PM

We (the client) will write a stored procedure that will return results similar to the table (screen capture) below. The UI would call the stored procedure with the identity of the user and the stored procedure would return the alerts (both Mutual Client and Booking/Release) for that user. The [AlertLinkUsed10] column would be used by the UI to show whether an alert had been "read" or not. All alerts should be displayed whether "read" or not. The stored procedure will contain the logic related to how many previous days of alerts to display; all alerts returned by the stored procedure should be displayed in the Notification Center.

AlertType	NotifyDate/Time	ClientInitials	SourceSystem	SourceSystemID	BeforeChange	AfterChange	AlertLinkUsed10
Mutual Client Alert: This individual was...	2023-10-28 07:05:00.713	SJ	MYAVATAR	240900	EMS/MED-ACT -- JCDHE -- MNH	EMS/MED-ACT -- HS/Ar...	1
Mutual Client Alert: This client record i...	2023-10-28 07:05:00.713	JC	MYAVATAR	235326	NULL	EMS/MED-ACT -- MNH	0
JoCo Jail Release Alert	2023-10-22 20:15:46.010	KJ	MYAVATAR	200465	NULL	NULL	0
JoCo Booking Alert	2023-10-22 05:14:33.630	KJ	MYAVATAR	200465	NULL	NULL	0
Mutual Client Alert: This individual is a ...	2023-10-19 07:05:22.877	TD	ESO	80c5fee8-09e...	EMS/Community Outreach Refe...	EMS/Community Outreac...	1

All notifications would be collected in the notification center and be easily discernable between read and unread. Each notification should have the date and time of the notification prominently displayed. If the user is logged in to MyRC and a notification is generated, they should be able to see a pop-up of the new notification and be able to dismiss it by clicking

x.

## 5. Non- Functional Requirements

### 5.1 Application Configuration & Development Framework

1. The solution will be an asp.net or html solution hosted in IIS.
2. The application will interface with existing SQL Server 2016 database objects.
3. The application will use existing SQL Server procedures and views.
4. The application's use of JavaScript and css libraries will be limited to open IIS code libraries (like JQuery, Bootstrap, etc.).
5. The application development stack will be in Windows, IIS, SQL Server, Asp.Net (or pure html).
6. The solution will use .net SQL server database control using SQL user account.

### 5.2 Compliance

1. The application will meet ADA WCAG 2.0 or current compliance standards.
2. The application will meet HIPAA compliance requirements.

### 5.3 Security

1. The vendor shall provide an immutable log of user access and changes within system.
2. In order to meet HIPAA compliance, all client data interactions, viewing, searches including the application user info are logged to existing SQL server database

## 6. Assumptions

1. This document comprises of all the functional specifications which are agreed upon between the client & App Maisters. Any additional features or changes to the scope will be handled through a Change Request process. Time and cost effect of these changes will be agreed mutually between both the parties.
2. The client will provide working source code of a variation of the production website that compiles successfully.
3. The system will be hosted on-prem at Johnson County.
4. The client will provide any APIs or API accesses needed for development of any functional requirements noted above.
5. The client will sign up and or provide and pay for licensing or subscription costs for third party integrations or libraries.

## 7. Warranty and Postproduction Support

1. App Maisters will provide a warranty of 30 days once the website becomes live.
2. The website will be under a support agreement after the warranty period is over. For this a separate Annual Maintenance Contract (AMC) is to be signed between the two parties.
3. App Maisters will make available via email, telephone or cell number, 5 working days per week, and 8 hours per day, excluding general and local public holidays, individuals sufficiently skilled to assist in problem resolution.
4. App Maisters has no warranty obligation for products that the Customer acquires from third parties, even if App Maisters assisted in selecting them, and the failure of such products or their suppliers will not affect customer's obligations to App Maisters
5. App Maisters has no warranty obligation for the App if the customer acquires services from third party developers.

On behalf of the client	On behalf of App Maisters
Name of Reviewer: Dan Steen	Project Manager: Taimur Longi
Date: 10/30/2023	Date: 10/30/2023
Signature:	Signature: Taimur Longi